

FEBRUARY 26 NEWSLETTER



Alban
surgery

SURGERY UPDATE

CALL ☎ 01626 334411
EMAIL @ enquiriesatalbany.L83034@nhs.net

Welcome to the latest newsletter. In this edition we share the good news relating to the results from our CQC Inspection. We will look at plans for a phased introduction of group consultations as a way of supporting patients with long term health conditions and highlight Helpline Awareness Day.

FOLLOWING THE RECENT CQC INSPECTION ALBANY SURGERY HAS COME OUT AS BEING GOOD IN ALL AREAS

This is tremendous news and is a huge achievement. The PPG are very proud of this achievement following a very thorough and detailed inspection process.

Following the publication of the report Dr Glenton said that the achievement of good in all areas 'was a result of every single one of our team, and I include our PPG in this, everyone played their part, especially by listening to and representing our patients. I am incredibly proud of our whole team! And a big thank you for the big push everyone gave and the extra work involved at a particularly busy time of year to get us here.

We will keep updating and reviewing and improving the processes that need to run smoothly for us all to do our jobs and at the end of the day do our jobs well so we can feel the value in everything we do. I know some days it can feel tough and under-appreciated but I know our patients appreciate the service we offer.

I've picked out my favourite quote below.

Staff described the service as one big family saying that "everyone genuinely cares about each other and the people they support".

So a big THANK YOU to our Albany family.

We'll share feedback and learning soon and are keen to build on ways to make systems more efficient.'

TELEPHONING THE SURGERY

As a PPG we thought it would be useful to explain that when ringing the Surgery and whilst in the telephone queue you will hear a message that a SystemConnect request may be faster for clinical or administrative enquiries.


However, when 'safer working capacity' is reached or if your call is outside the period 8.00am until 3pm on a working day then the ability to use SystemConnect for medical enquiries ceases. However if the health issue is urgent and you cannot wait to the next working day you are asked to continue to wait on the telephone.

Clear instructions are given on what to do outside the normal opening times of the Practice.

For administrative enquiries on SystemConnect, then you can complete an enquiry from 8.00am until 6.29pm. Administrative enquiries include Medication Request, Doctor's Letter, Fit Note, Test Result or Other Administrative Request.



COME IN  Grace House, Scott Close,
Newton Abbot, TQ12 1GJ

CALL  01626 334411

EMAIL  enquiriesatalbany.L83034@nhs.net

In January 2026, 168 booked appointments were missed, (that's 17 hours of clinicians' time). Please be sure to call or email, to cancel or change your appointment if you need to.

Helpline Awareness Day 23rd February 2026

This day is an opportunity to highlight the vital role helplines play in supporting people through some of the most difficult times of their lives and the impact they have. This year we will celebrate the stories of people whose lives have been transformed by helplines.

'Developing in the Dark' will be a photographic exhibition celebrating the impact of helplines through the people who have used them. There is a useful Find a Helpline Directory available at the website below:

Go to www.helplines.org

PHASED INTRODUCTION OF GROUP CONSULTATIONS AT ALBANY SURGERY

Group consultations are a way of supporting patients with long term health conditions. These are group medical appointments delivered to patients with similar health issues in a supportive group setting.

This winter Albany Surgery will be launching the offer of group clinics. We will be launching in a phased approach, so not everyone will be offered this straight away. Initially, we will be launching this style of consultation for patients with Asthma.

The current system of inviting you in for your annual Asthma review on the month of your birthday will remain. However, the first choice will be to attend a group consultation, if you decide this is not for you, then please continue to book your one-to-one appointment as usual.

There are many benefits to attending a group consultation including:

- More time with a clinician
- Better patient experience
- Increased patient confidence in managing their condition
- Opportunity for patients to support each other
- Improved patient outcomes
- Reductions in hospital admissions and A&E attendance

Please watch the short video below which provides an overview of how a group clinic is delivered. We welcome and appreciate your support with this change.

<https://www.youtube.com/watch?v=Bun0kFsBjQ8>

FEEDBACK

We welcome feedback of any kind - this is used to improve the service we provide for our patients and to identify what works well.

How to leave feedback:



COME IN



CALL



LETTER



EMAIL



Additionally, anonymous feedback can be given as Friends and Family feedback. To complete this, please visit our website (www.albanysurgery.co.uk) or fill out a Friends and Family feedback card at our main reception.

THE PATIENT PARTICIPATION GROUP

The PPG continues to write this newsletter and supports Albany Surgery in many ways. We welcome new members who are passionate about improving the care their surgery provides. Current patients of all ages and backgrounds are invited to apply. The notes from the meeting on 13th November are available on the PPG Noticeboard. The next PPG meeting is on 12th March 10.30am until Noon and will take place in the Ground Floor Meeting room. We would love to see you there.

How to apply:



Pick up an application form at the surgery



albanysurgery.co.uk/patient-participation-group

If you would like a copy of any previous newsletters, please see our website (www.albanysurgery.co.uk) or ask a member of Reception